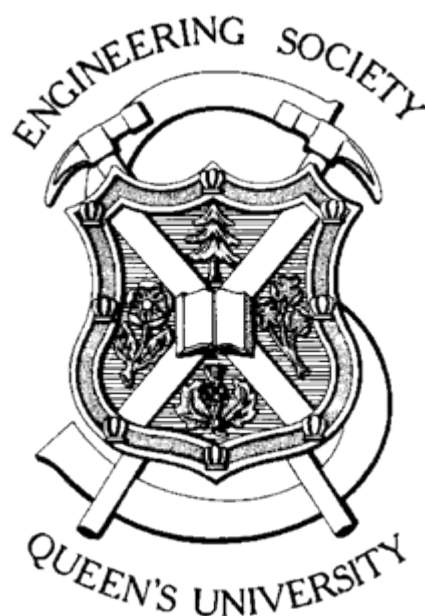


The Engineering Society of Queen's University Presents:  
**Vice-President (Operations) Position Manual**



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Vice-President (Operations) 2009-2010  
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## **Job Description**

The Vice-President (Operations) is the primary financial and legal officer of the Engineering Society and is responsible for the facilities, budgets, and service operations of the Engineering Society. Overseeing the Director of Services, the Director of Finance, and the General Manager, the VP (Operations) leads the Operations Team of the Engineering Society and is responsible for the long term planning of the Society's services and finances and for working with external resources to ensure the financial and operational sustainability of the Society. This enables the VP Operations to focus on overall success of the services.

The VP Operations must delegate the day-to-day tasks to the Directors while maintaining a handle on these tasks through weekly updates. The VP Operations works with each of the head managers and the General Manager at the strategic level, ensuring annual goals are set and regular adjustments and decisions are made to advance businesses towards those plans and solve problems as they arise. The VP acts as a resource to the Head Managers to help them perform at their highest capacity.

The VP Operations position is an extremely exciting and dynamic job. You are always working and interacting with people, all of whom are inspiring leaders and you will be developing talent, streamlining processes, energizing and leading your teams to achieve some fantastic results! The job has a very steep learning curve and it is important that you approach this job with an open mind to saturate your learning and perform an amazing job as VP Operations.

## People I Work With...

As the VP (Operations), you work with many people both external and internal to the Society. The Engineering Society is an on-campus organization with many stakeholders across the campus and it is important to meet regularly with these groups to maintain good relations, learn from each other, and represent a positive image for the Society. Inherent to the fact that we operate services in the food and liquor industry, there are additional accountabilities that exist which means... more meetings! Here are some of the key groups and people that I have worked with this year.

### Engineering Society

- Executive
- Directors
- Service Managers
- General Manager
- First Year Project Coordinators
- Marketing Committee
- IT Office

### Alma Mater Society

- Executive
- Directors
- Permanent Staff - Specifically the General Manager and the Retail Operations Officer
- Queen's Student Constables

### Faculty of Applied Science

- The Dean
- Professors

### Queen's University

- Professors
- Human Resource Department
- Financial Department
- Director of Food and Hospitality (Liquor License Holder)
- PPS
- Legal Advice
- Campus Security

### Alumni

- Professionals in the Food/Retail Industry

For more information on these groups/people, I encourage you to check online at:

[www.engsoc.queensu.ca](http://www.engsoc.queensu.ca)

[www.myams.queensu.ca](http://www.myams.queensu.ca)

[www.appsci.queensu.ca](http://www.appsci.queensu.ca)

[www.queensu.ca](http://www.queensu.ca)

## Relevant Policy Manual Sections

Well, none of it is online right now, but when it is:

By-Law 1, 2, 4, 8, 11, 13, 14, 19, read it all!

Policy sections: alpha, beta, epsilon, eta, gamma, theta and zeta are all very important for you to

know. Also, read the constitution and the position manual of the society. Did you know an official stance of EngSoc is that the drinking age should be 18? That's in the position manual.

## Daily Tasks

The job of VP Operations takes anywhere between 20 and 40 hours a week during the school year. This may seem like a lot of time but if you can manage and schedule things appropriately, it becomes relatively easy (and enjoyable) to balance school, friends, life, and Eng Soc. Nearly all of your time will be spent in meetings. You will be meeting with your Directors, other members of the Executive, service managers, the Faculty of Applied Science, employees of the University, and student leaders from other Societies. You will also spend time coordinating / organizing meetings and preparing people for the meetings with necessary documentation. While it may seem boring to simply meet and discuss, if you can turn meetings into productive times where reports, plans, and concrete ideas can be created and implemented, meetings can actually be quite rewarding and entertaining!

Daily tasks include:

- Office Hours – as part of the Executive-Director Team you will be required to sit in the EngSoc office to answer the phone, take messages and answer questions for people that drop by (about 3 hours a week – like a class but you can do homework or portfolio work during it).
- Checking email (1-3 hours)
- Checking mail (15mins)
- Meetings (0-6 hours)
- Any projects/reports you are working on
- Signing off on any financial transactions taking place for the society or any of the services (15-30mins)

## Meetings I Attend

The meetings that you attend/lead regularly are:

### Weekly:

- Executive Meetings – Update each other on portfolio developments and coordinate Society wide strategy.
- Executive/Director Meetings - Update each other on portfolio developments and coordinate Society wide strategy.
- Directors – Meet with the financial and services director for updates, develop financial/service strategy, policy, portfolio plans, and projects.

### BiWeekly:

- Eng Soc Council – Update members of Council on your progress within your portfolio.

### Monthly:

- Service Head Managers – review the submitted actuals and meet with Head Managers to discuss service performance and support them with any issues they may be having.
- Eng Soc Board of Directors – Update members of Council and develop strategy for the Services and Government sides of the Society.
- QUESSI Board of Directors – QUESSI is the corporation that runs the Campus Bookstore. You will learn how real corporate boards operate through involvement in this group.

On top of this, any project you take on will ultimately include a ton of meetings with a variety of people to share information and ideas and cook up some ops magic!

## Projects I Completed This Year

- Hired a Bookkeeper to run the finances of the Engineering Society through. The group that I hired is Gibson Turner Moore, LLP, and they are involved with the books for the societies operations and services. This was done to bring more accountability to the societies finances and ensure our finances are done properly
- Consolidated and changed the bank that the engineering society banks with for all 6 accounts the society runs.
- Consolidated payroll services from summer pay and services pay to be processed through Queens Human Resources.
- Summer Work (See Summer Report)
- Created a Strategic Plan and Budget to plan for the year.

## Ongoing Projects

- Re-writing “eta” the services policy, along with service manager contracts to ensure completely up to date and streamlined.
- Fine tuning the new financial system, which includes revamping payment, deposit, credit card etc. requisition forms, installing new deposit safes and ensuring the whole system is easy to use and accountable.

## Upcoming Projects

- Preparing for Transitioning
- Preparing for Hiring
- Develop the process to ensure speedy transition of all financial signing authority to have no down time for the bank accounts or for payroll with Queen’s HR

## Timeline

### February to April

**February:** Transitioning and reading a lot of old transition manuals to get a grasp of what the job is. You will also be hiring! Try to do well on your midterms because chances are you are going to be busy right up to your finals with hiring.

**March:** Hiring! Lots and Lots of hiring! Official transition of power occurs at the end of March, and then you are in control! Spend time talking with all of the outgoing people to come up with ideas for the summer, and the year. Present your summer plan and budget to council and ensure that your Directors and Head Managers also do this for their summer plans.

**April:** Exams, just worry about exams.

### May to August

This is the time when you’ll be able to accomplish the most in your term. All of your learning, networking, and planning will most likely take place during this time so that you can start implementing and purchasing to be ready to go when all the students get back

**May:** You finally get a chance to fully immerse yourself in the job. You’ll be able to read more

documents and books and fully grasp what you've got yourself into. Start the strategic planning process and take time to plan and establish strong relationships with your Executive, Directors, and Managers. Meet with the other student leaders on campus who are staying the summer and develop your network to help you through the year.

**June:** Get summer projects going and continue meeting with lots of people from the university, this includes university departments, faculty, students, and AMS.

**July:** Keep working on summer projects. Retrieve all the budgets from across Eng Soc and begin developing the Eng Soc budget.

**August:** Wrap up summer projects. Meet with all members of your team who have returned from the summer and work with everyone during Eng Soc development week and retreat. All the managers should be back and staff training will be happening so you can now build great working relationships with your managers.

### **September to December**

**September:** FROSH WEEK! Ensure all the managers have everything that they need so that the services are set up and running smoothly for the beginning of the year. Also ensure that the previous year's actuals and this year's budget have been finalized to present to Council. Then classes start and you are incredibly behind.

**October:** Midterms and... MEETINGS!

**November:** Continue meeting, review your strat plan and policy to see if you've forgotten anything.

**December:** Exams and Holidays! Start up the transition manual because just as you were getting used to the job, it's almost time to pass it off.

### **January to March**

**January:** Wrap up any projects underway, finish up your transition manual, and start setting up your successor for a successful term to continue what you've been working on.

**February:** There are now people to replace you! Help them out, transition and continue to do your VP Ops work because you're not done yet.

**March:** Celebrate on a job well done! As you have found out, this is a big job so it is important you dedicate a lot of time to effectively transition your lower so that little time and knowledge is lost in transitioning.

## **Conclusion**

The VP Operations (VPOPS) portfolio in 5 words: one year MBA crash course

This position is fantastic, you get the chance to run 6 businesses, and a budget totaling around 1.3 million dollars, something that most people our age would not get anywhere near that experience, but if you're gunning for this position just to beef up the resume, then don't bother. This position is for those that are truly passionate about making a positive change to the Engineering Society. These individuals are the ones that will grow the most from this position, both personally and professionally. They are the ones that will make a concrete difference.

By working with the E/D team, all of your managers, and Jay, you will learn so many things that will make you a better leader AND more effective at learning and getting the job done. You will learn a lot from those people, and you will also learn a lot about yourself as well. But, on top of that, these people are your peers too. You will develop some incredible friendships that I believe will last a lifetime. Seriously, the learning and bonding are the greatest parts of the job, and they will keep you going until the very end.

When you finish your year, you will be equipped with an array of professional skills that will allow you to do, well, whatever you want. You will know how to manage people of all different types, how to develop and execute a project, how to budget, how to be a leader, how to interview, and how to convince people that your idea is the right idea. Of course, there was a lot more I learned, and there is a lot more you can learn, depending on the year you want for yourself as the VP Operations. So, I hope I have given you a good idea of what this job entails, along with what it can offer you. If you really want to run for this position, PLEASE get in touch with me, I would love to chat with you over a coffee and talk to you some more about the job and the experience. Shoot me an e-mail at [vpops@engsoc.queensu.ca](mailto:vpops@engsoc.queensu.ca), and if it bounces, facebook me. Also, you can reach me during my office hours which are posted in the Student Lounge in Beamish-Munro Hall.

Good luck making what could be one of the biggest decisions of your University career,

Ryan Low

**Vice-President (Operations) 2009-2010**